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Troubleshooting: Dell™ 3200MP Projector



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If you experience problems with your projector, see the following troubleshooting tips. If the problem persists, [contact Dell](#).

No image appears on the screen

- Ensure that the lens cap is removed and the projector is turned on.
- Ensure the external graphics port is enabled. If you are using a Dell portable computer, press  . For other computers, consult your owner's manual.
- Ensure that all the cables are securely connected as described in "[Connecting the Projector](#)."
- Ensure that the pins of the connectors are not bent or broken.
- Ensure that the lamp is securely installed (see "[Changing the Lamp](#)").

Partial, scrolling, or incorrectly displayed image

- Press the **R-Sync** button on the [remote control](#) or the [control panel](#).
- If you are using a Dell portable computer (for other computers consult your owner's manual):
 1. Set the resolution of the computer to XGA (1024 x 768):
 - 1a) Right click on the unused portion of your Windows desktop-» Properties-» Settings tab.
 - 1b) Verify the "Screen area" slide bar is set to 1024 x 768 pixels.
 2. Press  .
- If you experience difficulty in changing resolutions or your monitor freezes, restart all the equipment and the projector.

The screen does not display your presentation



- If you are using a portable computer, press  .

Image is unstable or flickering

- Adjust the tracking in the OSD **Computer Image** tab.

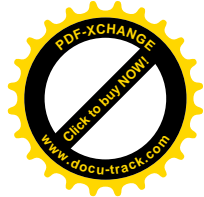
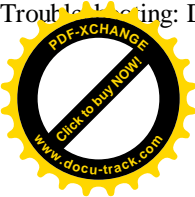
Image has vertical flickering bar

- Adjust the frequency in the OSD **Computer Image** tab.

Image color is not correct

- If your graphic card output signal is "sync on Green", and you would like to display VGA at 60Hz signal, please go into "OSD--> Management --> Signal Type" and select "RGB".

Image is out of focus



- Adjust the focus ring on the projector lens.
- Ensure that the projection screen is within the required distance from the projector (4.0ft [1.2m] to 39.4ft [12m]).

The image is stretched when displaying 16:9 DVD

The projector automatically detects 16:9 DVD and adjusts the aspect ratio to full screen with a 4:3 (letter-box) default setting.

If the image is still stretched, adjust the aspect ratio as follows:

- If you are playing a 16:9 DVD, select 4:3 aspect ratio type on your DVD player if capable.
- If you cannot select 4:3 aspect ratio type on your DVD player, select 4:3 aspect ratio in the "All Images" menu within the OSD function.

Image is reversed

- Select [Management](#) from the OSD and adjust the projection mode.

Lamp is burned out or makes a popping sound

- When the lamp reaches its end of life, it may burn out and may make a loud popping sound. If this occurs, the projector will not turn back on until the lamp is replaced. To replace the lamp, see "[Changing the Lamp](#)".

Remote mouse function does not work

- Ensure the remote is aimed at the remote mouse receiver.
- Replace batteries on remote if LED light does not operate when a remote button is pressed.
- Ensure the USB remote mouse cable is properly inserted in the computer.
- Power cycle the projector (power off projector->allow fans to run two minutes->unplug projector->plug in projector->power on projector).

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